

## Autism Delaware Inc. Job Description, July 2021

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**JOB TITLE:** Bilingual Family Support Provider (English-Spanish)

**DEPARTMENT:** Family Services

**REPORTS TO:** Family Services Program Manager or designee

**EFFECTIVE DATE:** ASAP

**FLSA:** Exempt

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### SUMMARY

The Bilingual Family Support Provider (FSP) is the parent or caregiver of a child, youth, or adult with autism spectrum disorder. Fluent in Spanish and English, they are able to deliver one-on-one support and education to both Spanish- and English-speaking families. The individual must have leadership and partnership skills that can teach families how to get the support they need from the complex system of services that can make the day-to-day work of a parent of a child or youth with autism spectrum disorder extremely challenging, especially for those who face language barriers.

The primary responsibilities of this position are to help families navigate educational, therapeutic, and social services systems; coach families on developing advocacy skills and making informed decisions; serve as an emotional support and positive role model to parents and caregivers; and work with families to solve problems related to the care of their dependent with autism. These tasks require scheduling regular meetings with their assigned families and maintaining documentation of services through an electronic database. Knowledge of Delaware service systems and the range of resources available is essential. The employee must be able to share that knowledge effectively during family meetings and consultation with professionals.

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### ENTRY LEVEL QUALIFICATIONS: The candidate for this position must meet the following criteria:

- Self-identifies as parent or caregiver of an individual with autism spectrum disorder.
- Has the ability to use lived experiences to assist and support other families.
- Is fluent in Spanish and English.
- Is at least 21 years of age.
- Has at minimum a high school education or General Educational Development (GED); some college preferred.
- Must pass a criminal background check.
- Possesses a valid drivers' license.
- Has knowledge of the system of services for children/adults with autism, including special education/IEP processes, DDDS/DVR services, and Medicaid.
- Ability to work with multi-disciplinary teams.
- Dependable

- Positive Attitude
- Excellent time management skills
- Excellent oral and written communication skills
- Ability to use/learn a variety of computer software applications
- Ability to adhere to our organization's core values and options policy

**QUALIFICATIONS FOR CONTINUED EMPLOYMENT:**

- Adherence to all policies and procedures.
- Punctual and regular attendance at bi-weekly supervision meetings is required.
- Attendance at family support staff training is required.
- Successful, safe and effective implementation of job tasks.
- This job description in no way states or implies that these are the only job duties to be performed by the incumbent. He or she will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.

**WORKING CONDITIONS:**

This is a part-time position. The FSP meets families in the community, in the office, or via telehealth appointments (online video chats). Hours range from 15- 29 hours per week. Travel to various locations to be expected.

**JOB RELATED DUTIES**

**ESSENTIAL FUNCTIONS:**

**1. Understands and models agency and department's commitments, mission, vision and treatment philosophy**

- Actively participates in meetings, demonstrating self-awareness, responsibility, initiative and professionalism in accordance with our Options Policy.
- Is flexible and accommodating in unplanned or crisis situations.
- Seeks and accepts help and direction freely and when needed.
- Demonstrates follow through on team's goals and plans.
- Demonstrates and implements understanding of Family Support/Autism Care Team (ACT) Program empowerment and family-driven philosophy of support.
- Demonstrates a commitment to ongoing professional development through the study and practice of new skills and knowledge in the field.

**2. Effectively provides support and coaching on skill development to families**

- Provides support to families in navigating educational, therapeutic, and social services systems.
- Coaches families in regard to advocacy skills and researching and identifying resources.
- Serves as an emotional support and positive role model to parents and caregivers.
- Works with families in solving problems related to the care of their child or youth.
- Accompanies families at school team meetings, and/or on tours of possible school placements as needed.

- Is available for face-to-face or videoconference meetings with assigned families.
- Supports families through health, service, and/or education meetings.
- Helps to ensure that the system provides services that are family-driven and responsive to the needs of the family it serves by providing input to Autism Delaware's advocacy team.

**3. Works effectively with the team to ensure excellent service delivery**

- Represents Autism Delaware with professionalism at interagency meetings.
- Works closely with other professionals supporting families.
- Must be responsive and flexible regarding service provision and participant needs to ensure sensitive and solution-based approaches.
- Provides information to Autism Delaware about local resources.
- Maintains client confidentiality and follows HIPAA privacy rules at all times.

**4. Effectively and professionally manages documentation for services**

- Maintains and writes clear, accurate, and thorough case notes and other documentation regarding services offered according to guidelines.
- Documents service delivery to families in appropriate databases.
- Submits all required documentation and forms in a timely fashion.

**NON - ESSENTIAL FUNCTIONS:**

1. Safely manages all aspects of job responsibilities:

- Maintains a safe and hazard-free work area. Effectively monitors facilities and equipment for cleanliness and hazards. Raises concerns when appropriate.
- Identifies potential program risks and brings these issues to the attention of the appropriate people immediately.